

CONTACT FORM ULTIMATE

Drag and drop contact form module that will help you create any kind of contact form using a feature-rich contact form editor

A product of PrestaHero

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I. INTRODUCTION

Contact Form Ultimate is a contact form builder module for PrestaShop that allows you to create and manage contact forms from the Back Office.

The module provides tools to:

- Create multiple contact forms
- Build form layouts using a drag & drop interface
- Control field visibility and behavior using logic conditions
- Configure email notifications and auto-responses
- Protect forms from spam using Google reCAPTCHA or Cloudflare Turnstile

This documentation explains how to install, configure and use the module based on the actual structure of the module interface. Each section corresponds to a tab or feature available in the Back Office, allowing you to follow the instructions step by step as you work with the module.

* ***Contact Form Ultimate*** is compatible with PrestaShop 1.6.x, 1.7.x, 8.x to PrestaShop 9.x

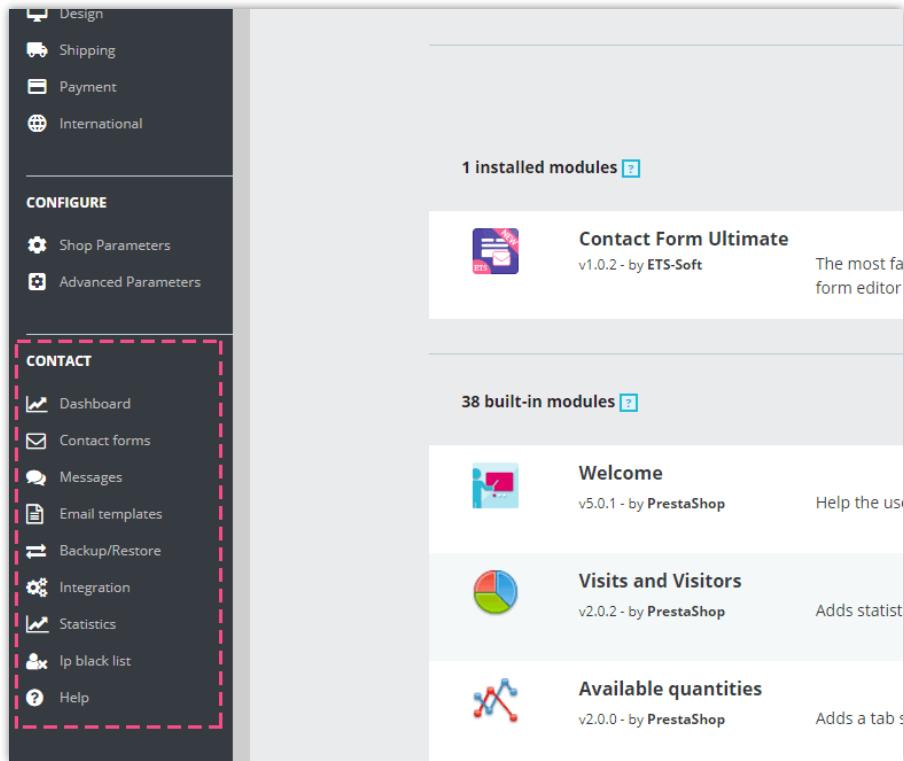
II. INSTALLATION & MODULE OVERVIEW

1. Installation and upgrade

To install the module, navigate to **Modules > Module Manager** in the Back Office and upload the module package file. After installation is completed, click **Configure** to access the module configuration page.

If you are upgrading from an older version, the module keeps existing data, including created contact forms, submitted messages and global settings. It is recommended to back up your shop before upgrading, especially if the module is already in use on a production website.

Quick access: You can also navigate to **Contact form Ultimate**'s configuration page through the quick access menu.



2. Module interface overview

After installation, the module can be accessed from the Back Office menu. The interface is organized into the following main tabs:

- **Dashboard:** Displays a summary of contact forms, messages, and statistics.
- **Contact forms:** Allows you to create, edit, duplicate, and manage all contact forms. Each form has its own configuration workflow.

- **Messages:** Stores and manages messages submitted by customers through contact forms.
- **Statistics:** Displays charts and logs related to form views, submissions, and replies.
- **IP & Email blacklist:** Used to block specific IP addresses or email patterns from submitting forms.
- **Settings:** Contains global module settings, integrations, email templates, and import/export tools.
- **Help:** Provides access to documentation and support resources.

The module follows a tab-based navigation structure. Each main tab focuses on a specific area, and related settings are grouped together to make configuration easier and more consistent.

III. DASHBOARD

The **Dashboard** provides an overview of module activity and quick access to the most commonly used areas. It is designed to help you monitor form usage and navigate directly to management screens without going through multiple tabs.

The dashboard is divided into several functional areas:

Contact Management shortcuts

A set of shortcut blocks that link directly to key sections of the module, including:

- Contact Forms
- Messages
- Email Templates

- Import / Export
- Integration
- Statistics
- IP & Email blacklist
- Help

Contact Traffic chart

Displays form-related activity over time, including:

- Views
- Messages
- Replies
- Users

You can switch the time range (this month, this year, or all time) to analyze trends.

Last visits panel

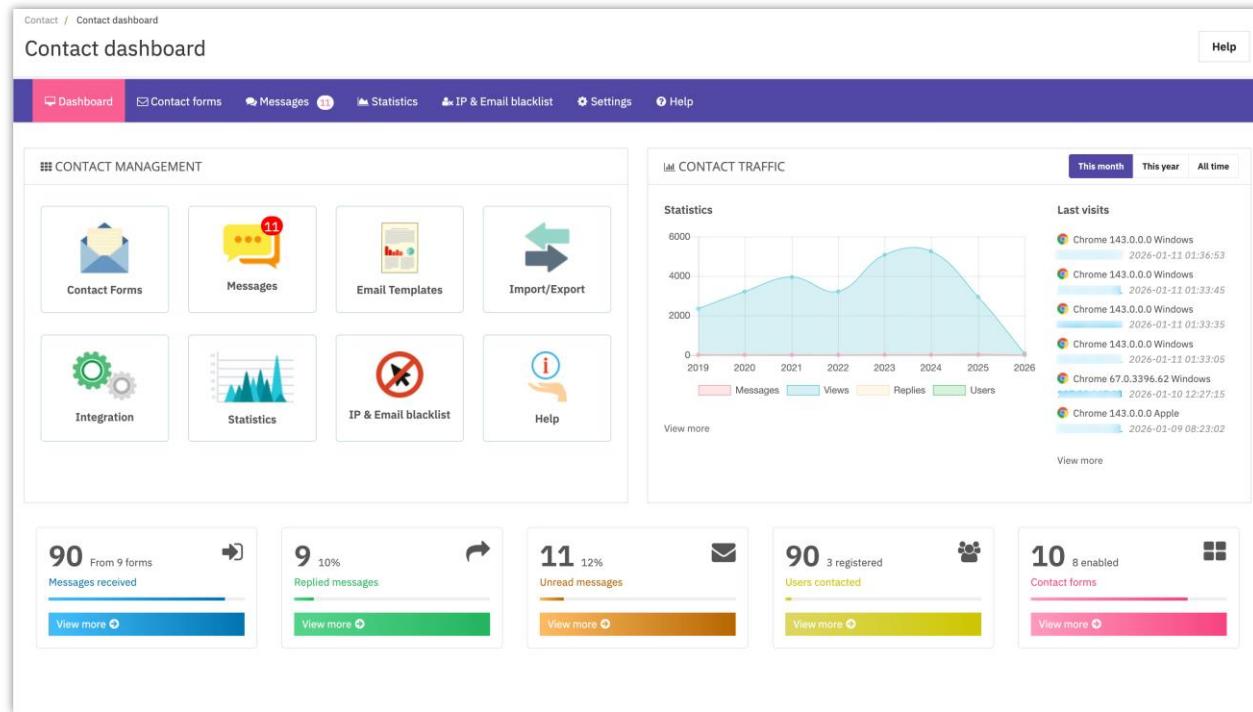
Shows recent form visits with basic information such as browser, IP address, and access time. This helps identify recent activity or potential spam behavior.

Summary statistics boxes

Provide quick numerical indicators, including:

- Total messages received
- Replied messages
- Unread messages
- Users contacted
- Number of contact forms

Each summary box includes a shortcut link to view more details.



IV. CONTACT FORM MANAGEMENT

1. Contact form list

The **Contact forms** tab displays all contact forms that have been created. From this page, you can manage existing forms and access form-related data without opening each form configuration.

Contact forms

Contact forms 10

ID	Title	Short code	Form URL	Views	Sort order	Save message	Active	Action
15	Product question form	[contact-form-7 id="15"]	https://demo2.presta-demos.com/cfultimate/en/contact/product-question-form	1785	1	✓ (11)	✓	Edit
16	Customer survey form	[contact-form-7 id="16"]	https://demo2.presta-demos.com/cfultimate/en/contact/customer-survey-form	2077	2	✓ (13)	✓	Edit
11	Simple contact form	[contact-form-7 id="11"]	https://demo2.presta-demos.com/cfultimate/en/contact/simple-contact-form	1121	3	✓ (12)	✓	Edit
17	Service booking form	[contact-form-7 id="17"]	https://demo2.presta-demos.com/cfultimate/en/contact/service-booking-form	2128	4	✓ (6)	✓	Edit
13	Contact form with map	[contact-form-7 id="13"]	https://demo2.presta-demos.com/cfultimate/en/contact/contact-form-with-map	2384	5	✓ (1)	✓	Edit
18	Contact us	[contact-form-7 id="18"]	https://demo2.presta-demos.com/cfultimate/en/contact/contact-us	479	6	✓ (6)	✗	Edit
14	Quotation form	[contact-form-7 id="14"]	https://demo2.presta-demos.com/cfultimate/en/contact/quotation-form	2672	7	✓ (12)	✓	Edit
21	Conditional logic (Live Demo)	[contact-form-7 id="21"]	https://demo2.presta-demos.com/cfultimate/en/contact/conditional-logic-live-demo	532	8	✓ (5)	✓	Edit
12	Sample contact form	[contact-form-7 id="12"]	https://demo2.presta-demos.com/cfultimate/en/contact/all-kinds-of-input-fields	8194	9	✓ (24)	✓	Edit
22	Test logic condition	[contact-form-7 id="22"]	https://demo2.presta-demos.com/cfultimate/en/contact/test-logic-condition	24	20	✓	✗	Edit

Showing 1 to 10 of 10 (1 Page(s))

View form

Messages

Statistics

Duplicate

Delete form

Each row in the table represents a contact form and includes the following information:

Title: The title of the contact form as defined in the **Info** step. This name is used for identification in the Back Office.

Shortcode: A ready-to-use shortcode that can be copied and placed into CMS pages, product descriptions, category descriptions, or templates to display the form.

Form URL: The direct URL of the contact form page (available when the separate form page option is enabled).

Views counter: Shows how many times the form has been viewed on the front office.

Messages counter: Displays the number of messages received from this form. This helps quickly identify which forms are actively used.

Active status: Indicates whether the form is enabled or disabled. Disabled forms are not displayed on the front office.

Available actions: Each form provides an Action menu with the following options:

- Edit: Opens the form configuration and allows you to modify its settings and content.
- Duplicate: Creates a copy of the selected form, including its fields and settings. This is useful when creating similar forms.
- Delete: Permanently removes the form. This action cannot be undone.
- Additional quick actions may be available directly from the listing, such as accessing related messages or statistics for a specific form.

Sorting contact forms: Contact forms can be reordered using drag and drop in the **Sort order** column. Changes are saved automatically and determine the display order of forms in the Back Office and, when applicable, on the front office.

2. Creating a new contact form

Click on "Add New" icon on the top right of the **Contact forms** page to add a new form.

Step 1 - Info

The **Info** tab is the first step when creating a new contact form. It defines the basic identity, URL, and visibility of the form.

The screenshot shows the 'Add contact form' configuration page. At the top, there are tabs for 'INFO', 'FORM', 'LOGIC CONDITIONS', 'MAIL', 'NOTIFICATIONS', 'THANK YOU PAGE', 'SETTINGS', and 'SYNCHRONIZATION'. The 'INFO' tab is selected. Below the tabs, there is a section for 'Enable separate form page' with a 'Yes' toggle switch. A note explains that this allows creating a specific web page to display the form. The form title is set to 'Contact form alias'. The meta title, meta keywords, and meta description fields are present, each with a language dropdown set to 'en'. At the bottom, there are 'Cancel' and 'Save' buttons.

Enable separate form page: When enabled, the module creates a dedicated page to display the contact form. The form can still be displayed using shortcode, custom hooks, or predefined PrestaShop hooks.

This option is required if you want to access the form via a direct URL.

Form title: The internal name of the contact form. This title is displayed on the front office and used to identify the form in the Back Office. The field is multi-language.

Contact form alias: Used to generate the friendly URL of the form when the separate form page option is enabled. If left empty, the alias will be generated automatically from the form title. The alias is language-specific.

Meta title, meta keywords, meta description: SEO metadata for the separate form page. These fields are optional and only apply when the separate form page is enabled. Each field supports multiple languages.

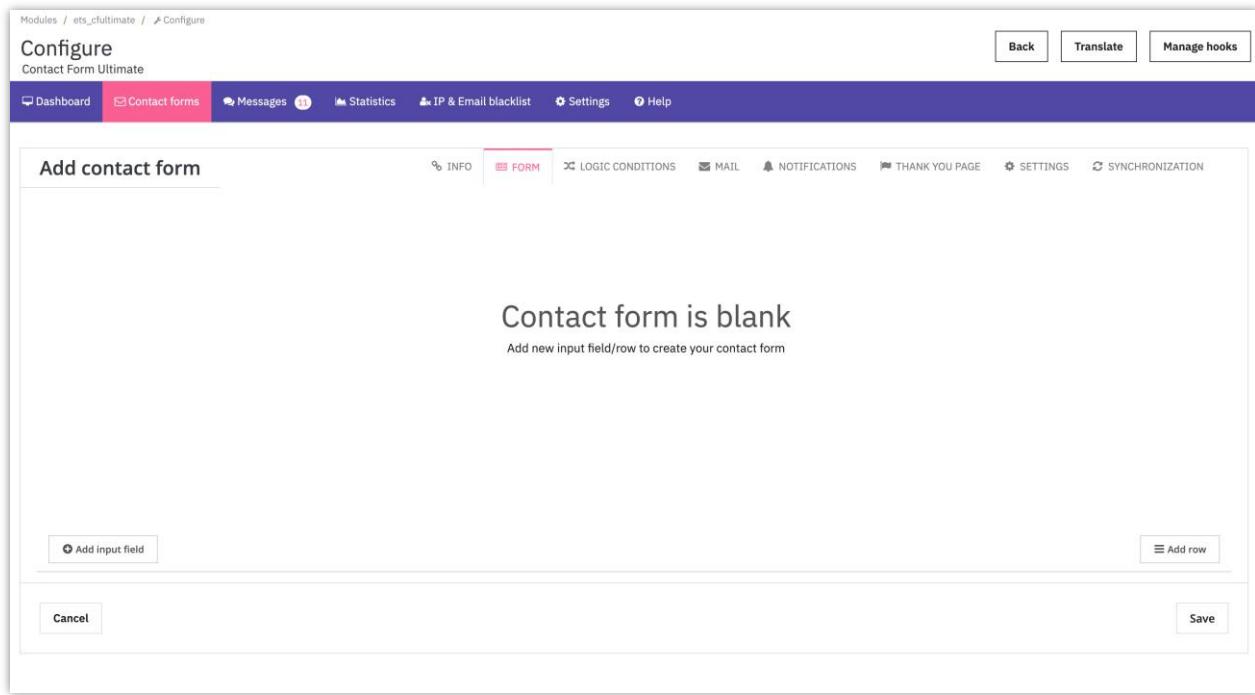
Activation status: Determines whether the contact form is active. Inactive forms are not displayed on the front office, even if embedded via shortcode or hook.

After completing this step, click **Save** to continue configuring the form using the next tabs (*Form, Logic Conditions, Mail, etc.*). The form must be saved at least once before other configuration steps become available.

Fill in required fields and select optional settings.

Step 2 – Form builder

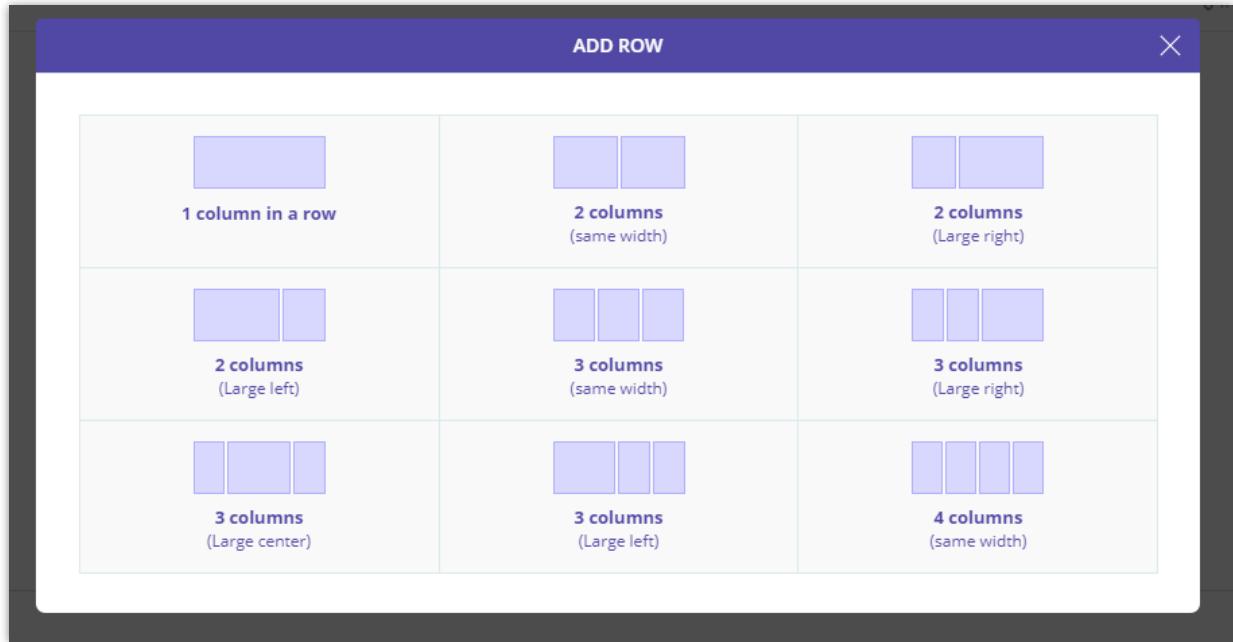
The **Form** tab is where you build the structure and content of the contact form. Forms are created using rows and input fields, allowing flexible layouts without manual coding.



The screenshot shows the 'Add contact form' configuration page. At the top, there are tabs for INFO, FORM (selected), LOGIC CONDITIONS, MAIL, NOTIFICATIONS, THANK YOU PAGE, SETTINGS, and SYNCHRONIZATION. Below the tabs, the main area displays the message 'Contact form is blank' and 'Add new input field/row to create your contact form'. At the bottom, there are buttons for 'Add input field', 'Add row', 'Cancel', and 'Save'.

Rows & Layout Structure

A form is composed of rows, and each row can contain one or multiple columns. Click **Add row** to insert a new row into the form.



Choose a predefined layout, such as:

- 1 column
- 2 columns (equal width or asymmetric)
- 3 or 4 columns

Rows can be reordered or removed using the row action icons.

Using multiple columns helps organize fields logically and improves readability on the front office.

Adding Input Fields

Click **Add input field** inside a row column.

Modules / ets_cultimate / *Configure*

Configure
Contact Form Ultimate

Back Translate Manage hooks

Dashboard Contact forms Messages (11) Statistics IP & Email blacklist Settings Help

Add contact form

FORM LOGIC CONDITIONS MAIL NOTIFICATIONS THANK YOU PAGE SETTINGS SYNCHRONIZATION

Add input field

Add input field

Add input field

Add row

Cancel Save

Select the desired field type from the popup.

Add input field

Text Textarea Email Password Phone URL

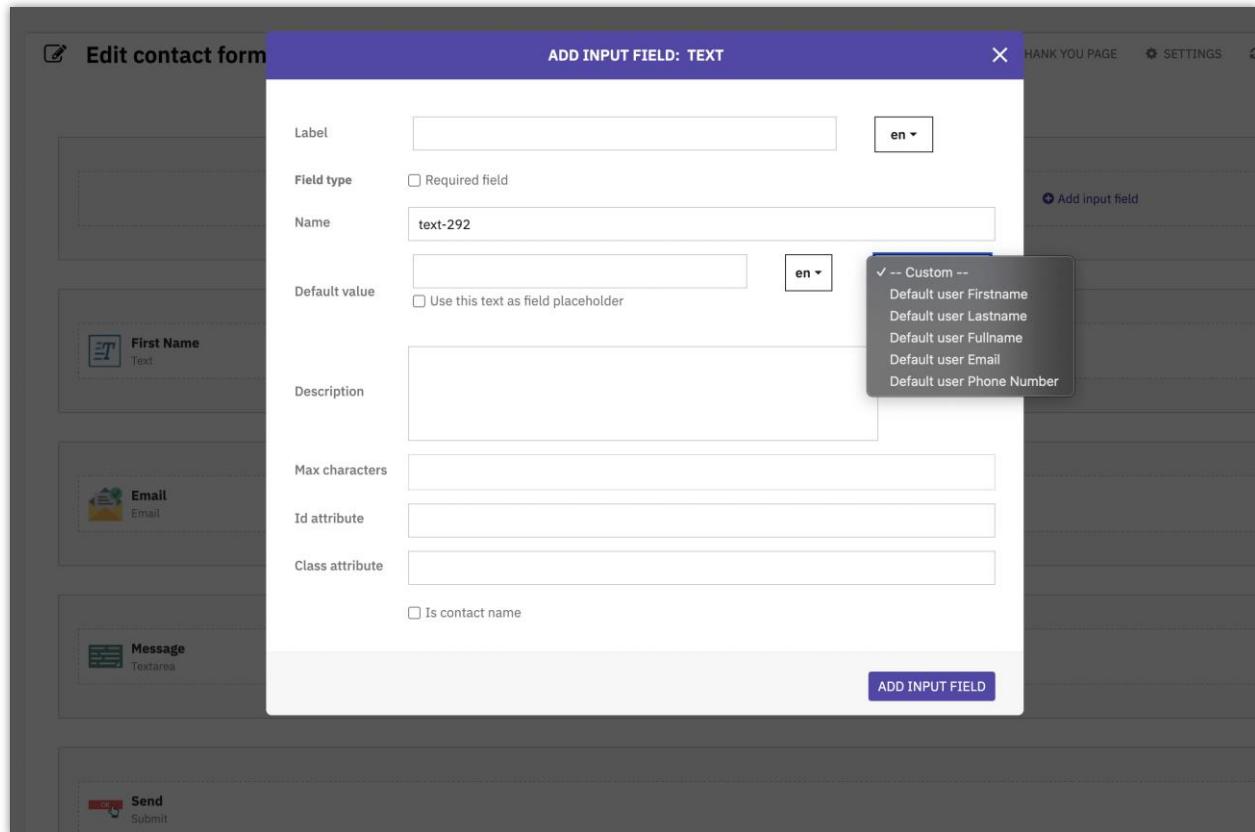
Number Date File Order reference Dropdown selections Checkboxes

Radio buttons HTML Quiz Acceptance ReCaptcha Cloudflare Turnstile

Captcha Submit

Add input field

Configure field options and confirm to add it to the form.



Each field is placed inside the selected column and can be edited or removed later.

Supported Field Types

The form builder supports the following field groups:

Basic fields

- Text
- Textarea
- Email
- Password
- Phone
- URL
- Number
- Date

Choice fields

- Dropdown selections
- Checkboxes
- Radio buttons

Advanced fields

- File upload
- Order reference
- HTML (static content)
- Quiz
- Acceptance (terms / consent checkbox)

Security fields

- Google reCAPTCHA
- Cloudflare Turnstile
- Built-in CAPTCHA

A *Submit button* field is also available and is required to complete the form.

NOTE:

*To add a **reCAPTCHA** or **Cloudflare Turnstile** input field, you need to enable reCAPTCHA/Cloudflare Turnstile first. Find and read the instructions to activate **Error! Reference source not found.** feature in this documentation.*

Field Options & Validation

Each input field provides configurable options depending on its type, including:

- Label (multi-language)
- Field name (used for mail-tags)

- Required field validation
- Default value or placeholder
- Description text
- Character limits (for text-based fields)
- HTML ID and CSS class attributes

Some fields support predefined default values, such as customer name or email, when the customer is logged in.

Field Ordering & Layout Tips

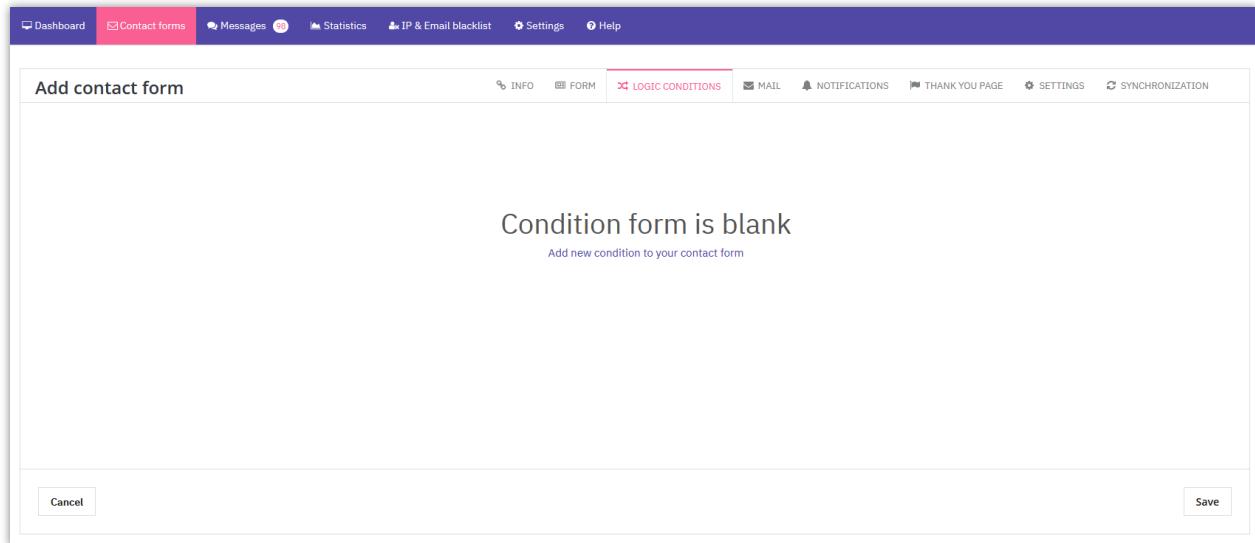
- Fields can be reordered within the same row using drag and drop.
- Rows can be rearranged to change the overall form structure.
- Group related fields in the same row to improve usability.
- Avoid placing too many fields in a single row to maintain clarity on smaller screens.

After finishing the form layout, click **Save** before moving to the next step to ensure all fields are available for condition rules.

Step 3 – Logic conditions

The **Logic Conditions** tab allows you to control how fields behave based on user input.

Logic conditions help reduce unnecessary fields, improve form clarity, and ensure that only relevant information is requested.



Purpose of Logic Conditions

Logic conditions are used to:

- Dynamically show or hide fields
- Make fields required only when specific conditions are met
- Adapt the form flow based on user selections or input values

All logic rules are evaluated in real time on the front office.

Show / Hide Fields

You can configure conditions to control field visibility.

For example, you only want to display the "*Your phone number*" field when the "*email*" field is empty. This means the "*Your phone number*" field will be hidden if the customer filled in their email on the survey form.

The screenshot shows the 'Edit contact form' page with the 'LOGIC CONDITIONS' tab selected. A condition is defined: 'If Your email Is Empty, Do Show Your phone number'. The 'Your phone number' field is highlighted with a blue border. A button 'ADD CONDITION FIELD' is visible. At the bottom are 'Cancel' and 'Save' buttons.

Now, let's check how it runs on the front office:

The screenshot shows the 'Customer survey form' page. The 'Your email*' field is empty and highlighted with a red border. A red arrow points to the 'Your phone number' field, which is displayed below the empty email field. The text 'Display "Your phone number" field' is overlaid on the page. The page also includes fields for 'Your Name*' (Iris), 'Your phone number' (0123456789), and a radio button group for 'Which kind of your meal?' (Breakfast, Lunch, Dinner, Dinner is selected).

Please help us improve our service to serve you better next time

Your Name* <input type="text" value="Iris"/>	Your email* <input type="text" value="gmail.com"/>
Which kind of your meal? <input type="radio"/> Breakfast <input type="radio"/> Lunch <input checked="" type="radio"/> Dinner	
Quality of food?* <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">Perfect</div>	
Cleanliness? <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">Perfect</div>	
Easy of Ordering? <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">Perfect</div>	
Overall Quality? <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">Perfect</div>	
Do you have any comment for us? <div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>	
<div style="background-color: #00aaff; color: white; padding: 2px 10px; border-radius: 5px; border: none; cursor: pointer;">SUBMIT</div>	

Conditional Required Fields

Fields can become required only when conditions are met.

For example:

- Make a VAT number required only if the selected country is in the EU
- Require an order reference only when “Order support” is selected

Condition Evaluation Behavior

- Each condition is evaluated independently
- Conditions are applied immediately when the related field value changes
- The module does not support combining conditions using AND / OR logic

If multiple conditions affect the same field, each condition is applied separately based on its own rule.

After configuring logic conditions, click **Save** before proceeding to the next step.

Logic rules depend on existing fields, so it is recommended to finalize the form structure before adding conditions.

Step 4 - Mail

The **Mail** tab is used to configure all emails sent when a contact form is submitted. It includes two sections: **Email to admin** and **Auto responder**. Both sections support dynamic content through mail-tags.

Email to Admin

This section defines the notification email sent to store administrators when a customer submits the form.

- **To:** The recipient email address(es). You can add multiple recipients. Static email addresses or mail-tags are supported.
- **Bcc:** Optional blind carbon copy recipients. Addresses entered here are not visible to other recipients.
- **From:** The sender's name and email address. This should be an authorized email address (usually the shop SMTP email or an email using the shop domain) to avoid delivery issues.
- **Reply-To:** The email address used when replying to the message from your mailbox. This is commonly set using the customer's email mail-tag.
- **Subject:** The subject line of the email. This field supports multiple languages and mail-tags.
- **Message body:** The email content sent to administrators. You can insert mail-tags to display submitted form values.
- **Attachments:** If the form includes file upload fields, attached files are included in the email automatically.

Configure

Contact Form Ultimate

Dashboard Contact forms Messages Statistics IP & Email blacklist Settings Help

Edit contact form

INFO FORM LOGIC CONDITIONS MAIL NOTIFICATIONS THANK YOU PAGE SETTINGS SYNCHRONIZATION

Email to admin

Auto responder

To: Demo Store, your.email@gmail.com

Name, Email

BCC: Name, Email

From: [text-652], [email-668]

Subject: Your email subject

Reply to: [text-652], [email-668]

Message body

en

en

Available mail-tags

Copy mail-tags below and paste into any configuration fields of the "Email to admin" and "Auto responder" to get form input value.

[text-652] [text-85] [email-668] [tel-534]
 [textarea-261] [submit-992] [all-fields]

Cancel Save

Auto Responder

The **Auto responder** is an optional email sent automatically after a form is submitted, usually to confirm receipt. Enable or disable the auto-responder using the toggle.

Configure **To**, **Bcc**, **From**, **Reply-To**, **Subject**, and **Message body** similarly to the admin email.

The recipient is typically set using the customer email mail-tag.

This email is often used as a confirmation or acknowledgment message.

The screenshot shows the 'Edit contact form' interface with the 'MAIL' tab selected. On the left, a sidebar shows 'Email to admin' and 'Auto responder' (which is enabled). The main area has sections for 'Enable auto responder' (set to 'Yes'), 'To' (with fields for Name and Email), 'BCC' (with fields for Name and Email), 'From' (set to 'Demo Store' and 'your.email@gmail.com'), and 'Subject' (set to 'Your email has been sent'). The 'Message body' section contains a rich text editor with a preview of the message content, which includes mail-tags like [text-652], [text-85], [email-668], [tel-534], and [textarea-261]. On the right, a sidebar lists 'Available mail-tags' with options like [text-652], [text-85], [email-668], [tel-534], [textarea-261], [submit-992], and [all-fields]. At the bottom are 'Cancel' and 'Save' buttons, and a feedback icon.

Mail-Tags

Mail-tags are placeholders that are replaced with submitted form values when an email is sent. Mail-tags are generated automatically based on the **Name** of each input field.

A list of available mail-tags is displayed on the right side of the **Mail** tab.

Special mail-tags such as **[all-fields]** can be used to include all submitted data.

After configuring email settings, click **Save** before continuing to the next step.

Step 5 – Notification

The **Notifications** tab allows you to customize the messages displayed to users during form submission. These messages are shown on the front office in different situations and help users understand the result of their action or correct input errors.

The screenshot shows the 'Edit contact form' interface with the 'NOTIFICATIONS' tab selected. The page displays a list of notification messages for various submission errors, each with a text input field and a language dropdown (set to 'en').

Notification message situation	Message content	Language
Notification message when contact form was sent successfully	Thank you for your message. It has been sent.	en
Notification message when contact form failed to send	There was an error while trying to send your message. Please try again later.	en
Validation errors occurred	One or more fields have an error. Please check and try again.	en
Submission was referred as spam	There was an error while trying to send your message. Please try again later.	en
There are terms that the sender must accept	You must accept the terms and conditions before sending your message.	en
There is a field that the sender must fill in	The field is required.	en
There is a field with input value that is longer than the maximum allowed length	The field is too long.	en
There is a field with input value that is shorter than the minimum allowed length	The field is too short.	en
Date format that the sender entered is invalid	The date format is incorrect.	en
The date sender entered is earlier than minimum limit	The date is before the earliest one allowed.	en
The date sender entered is later than maximum limit	The date is after the latest one allowed.	en
Uploading a file failed due to some unknown reasons	There was an unknown error while uploading the file.	en
Invalid upload file type	You are not allowed to upload files of this type.	en
Sender does not enter the correct answer to the quiz	The answer to the quiz is incorrect.	en
Uploaded file is too large	The file is too big.	en
Uploading a file failed due to PHP error	There was an error while uploading the file.	en
Number format that the sender entered is invalid	The number format is invalid.	en

Success Messages

- Displayed when the contact form is submitted successfully.
- Typically used to confirm that the message has been sent.
- You can customize the text to match the tone or instructions of your website.

Error & Validation Messages

These messages are shown when the submission fails due to validation rules or incorrect input, such as:

- Required fields not filled
- Input length exceeds minimum or maximum limits
- Invalid email, number, or date format
- Incorrect quiz answer
- File upload errors (invalid type, size limit exceeded, upload failure)

Each validation message can be customized individually to provide clearer guidance to users.

Spam / Blocked Submission Messages

- Displayed when a submission is blocked or marked as spam.
- Applies to cases such as CAPTCHA validation failure or blocked IP/email rules.
- Helps inform users that the submission was not accepted.

Multi-Language Support

- All notification messages support multiple languages.
- You can switch the language using the language selector next to each message field.

- Messages are displayed on the front office according to the current shop language.

After editing notification messages, click **Save** to apply changes before continuing to the next step.

Step 6 – Thank You page

The **Thank You Page** tab controls what is displayed to users after a form is submitted successfully. You can choose between showing a built-in thank-you page or redirecting users to a custom URL.

Display Thank You Page After Submission

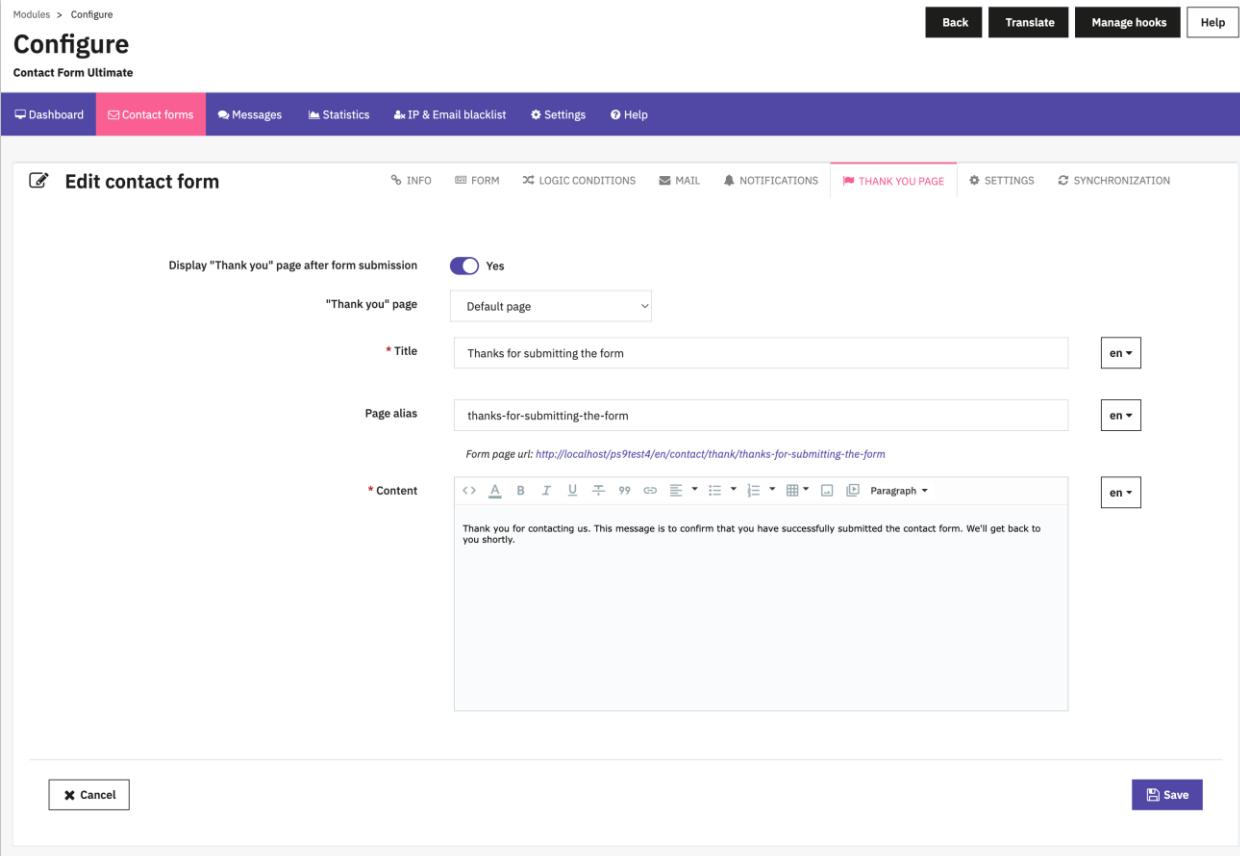
- Enable **Display “Thank you” page after form submission** to activate post-submission behavior.
- If disabled, users remain on the same page after submitting the form and only see notification messages.

Default Thank-You Page

When **Default page** is selected:

- Title: The heading displayed on the thank-you page. This field supports multiple languages.
- Page alias: Used to generate an SEO-friendly URL for the thank-you page. The URL is created automatically based on the alias and shop language.
- Content: The message displayed to users after submission. This content supports rich text formatting and multiple languages.

The generated thank-you page has its own URL and can be indexed like a standard page.



The screenshot shows the 'Edit contact form' configuration page. At the top, there are tabs for 'INFO', 'FORM', 'LOGIC CONDITIONS', 'MAIL', 'NOTIFICATIONS', 'THANK YOU PAGE' (which is selected), 'SETTINGS', and 'SYNCHRONIZATION'. The 'THANK YOU PAGE' tab is highlighted in pink. The main configuration area includes:

- Display "Thank you" page after form submission:** A toggle switch is set to 'Yes'. A dropdown menu shows 'Default page'.
- "Thank you" page:** A dropdown menu shows 'Default page'.
- Title:** A text input field contains 'Thanks for submitting the form'. A language dropdown shows 'en'.
- Page alias:** A text input field contains 'thanks-for-submitting-the-form'. A language dropdown shows 'en'.
- Content:** A rich text editor contains the message: 'Thank you for contacting us. This message is to confirm that you have successfully submitted the contact form. We'll get back to you shortly.' A language dropdown shows 'en'.

At the bottom, there are 'Cancel' and 'Save' buttons. The 'Save' button is highlighted in blue.

Redirect to Custom URL

When **Custom URL** is selected, users are redirected to the specified URL after submitting the form.

This option is useful when:

- Redirecting to an external page
- Tracking conversions using analytics tools
- Using an existing CMS or landing page

Each language can have its own custom redirect URL.

The screenshot shows the 'Edit contact form' interface with the 'THANK YOU PAGE' tab selected. The 'Display "Thank you" page after form submission' switch is turned on ('Yes'). The 'Custom URL' dropdown is set to 'Custom URL', and the input field contains 'https://example.com/thank-you.html'. A note below the input field states: 'Customer will be redirected to this URL after submitting the form successfully'. The interface includes a 'Cancel' button and a 'Save' button.

After configuring the thank-you page behavior, click **Save** before proceeding to the next step.

Step 7 – Settings

The **Settings** tab controls how the contact form behaves after submission, who can access it, and how it is displayed on the front office.

Save messages: When enabled, all messages submitted through this form are stored in the **Messages** page. Disabling this option means messages are only sent by email and not saved in the Back Office.

Save attachments: When enabled, uploaded files are stored on the server and can be downloaded from the **Messages** page. Files are always sent as email attachments regardless of this setting. Disabling this option helps reduce server storage usage.

Auto-star messages: When enabled, messages submitted via this form are automatically marked as starred in the **Messages** list. This is useful for highlighting important or high-priority forms.

Customer group restriction: Allows you to define which customer groups can access this contact form. If no group is selected, the form is available to all visitors. When enabled, the contact form is displayed only to customers who are logged in.

Available display position (default PrestaShop hooks): If you would like to display the contact form via pre-defined PrestaShop hooks, just check the hooks you want.

The screenshot shows the 'Edit contact form' page in the PrestaShop back office. The top navigation bar includes 'Dashboard', 'Contact forms' (which is the active tab), 'Messages', 'Statistics', 'IP & Email blacklist', 'Settings', and 'Help'. The main content area has a header 'Edit contact form' with tabs for 'INFO', 'FORM', 'LOGIC CONDITIONS', 'MAIL', 'NOTIFICATIONS', 'THANK YOU PAGE', 'SETTINGS' (which is the active tab), and 'SYNCHRONIZATION'. A note in a box says: 'To enable shortcode feature for contact form and display contact form on PrestaShop hooks, please turn on "Enable shortcode for contact form and display contact form in PrestaShop hook" option on [Setting page](#)'. The 'SETTINGS' tab contains several configuration options:

- Activate contact form:** Radio button set to 'Yes'.
- Save messages:** Radio button set to 'Yes'. Subtext: 'Save customer messages to "Messages" tab.'
- Save attachments:** Radio button set to 'Yes'. Subtext: 'Save attached files on your server, you can download the files in "Messages" tab. Enable this option is useful but it will take some of your hosting disk space to store the files. You can set this to "No" if it is not necessary for saving files on server because the files will be also sent to your email inbox.'
- Mark messages from this contact form as "Star message":** Radio button set to 'No'. Subtext: 'Highlight messages sent from this contact form in the "Messages" tab by a yellow star'
- Give access to customer group:** A table with columns 'ID', 'Group name'. Options are:

ID	Group name
1	Visitor
2	Guest
3	Customer
4	Blog authors

At the bottom, a section titled 'Available display position (default Prestashop hooks)' lists various hooks with checkboxes:

- Header - top navigation
- Header - main header
- Top
- Home
- Left column
- Right column
- Footer
- Product page - below product images
- Product page - Footer
- Checkout page
- Login page

Besides using short code, custom hook and a separated page to display the contact form, you can also display contact form on default Prestashop pre-defined hooks

Popup button: This option displays a button that opens the contact form in a popup. The form remains hidden until the user clicks the button.

- **Button label:** Text displayed on the button (multi-language supported).
- **Button style:** Customize text color, background color, and hover colors.
- **Icon:** Optionally display an icon on the button.

Floating contact button: This option displays a floating button fixed on the screen.

- Position: Choose the floating position (e.g. bottom right, bottom left).
- Button label: Text displayed on the button (multi-language supported).
- Margins: Adjust spacing from screen edges.
- Button label, style, and icon: Configurable in the same way as the popup button.

SETTINGS FOR "OPEN CONTACT FORM" BUTTON

Open form by button	<input checked="" type="checkbox"/> Yes	<small>Display a button (the form is hidden initially), when customer click on the button, it will open the form via a popup</small>	
Button label	<input type="text" value="Open contact form"/> en ▾		
Button text color	<input type="text" value="#ffffff"/> color		
Button background color	<input type="text" value="#2fb5d2"/> color		
Button text hover color	<input type="text" value="#ffffff"/> color		
Button background hover color	<input type="text" value="#2592a9"/> color		
<input type="button" value="Reset to default color"/>			
Display an icon with button	<input type="checkbox"/> No	<small>An icon will be displayed with "Open form" button</small>	

SETTINGS FOR FLOATING CONTACT FORM BUTTON

Floating button	<input checked="" type="checkbox"/> Yes	<small>Display a floating button (the form is hidden initially), when customer clicks on the floating button, it will open the contact form</small>	
Floating button position	Horizontal: bottom right ▾		
Right margin	<input type="text" value="0"/> px	<small>Space between floating button and the right-end of your web page.</small>	
Bottom margin	<input type="text" value="0"/> px	<small>Space between floating button and the bottom-end of your web page.</small>	
Button label	<input type="text" value="Open contact form"/> en ▾		
Button text color	<input type="text" value="#ffffff"/> color		
Button background color	<input type="text" value="#2fb5d2"/> color		
Button text hover color	<input type="text" value="#ffffff"/> color		
Button background hover color	<input type="text" value="#2592a9"/> color		
<input type="button" value="Reset to default color"/>			
Display an icon for button	<input type="checkbox"/> No	<small>An icon will be displayed before "Open contact form" button</small>	

sf

After configuring form settings, click **Save** to apply changes before moving to the final step.

Step 8 – Synchronization

The **Synchronization** tab allows you to automatically send contact form data to external email marketing services. This helps keep subscriber lists up to date without manual exports.

The module currently supports synchronization with **Mailchimp** and **Brevo** (formerly Sendinblue). Synchronization is configured per contact form. Each form can be connected to one or more services independently.

API Key Setup

For each service, follow these steps:

- Enable synchronization using the toggle.
- Enter the corresponding API key.
- Click **Check API key** to validate the connection.
- Click **Setup** to continue configuration.

Links are provided in the interface to guide you on how to generate API keys from each service.

Modules > Configure

Configure

Contact Form Ultimate

Dashboard Contact forms Messages Statistics IP & Email blacklist Settings Help Synchronization

Edit contact form

Enable Mailchimp synchronization Yes
By enabling this option, you can sync your subscriber audience to your Mailchimp account

Mailchimp API key [Check API key](#)
[How to get Mailchimp API key?](#)
[Setup](#)

Enable Brevo synchronization Yes
By enabling this option, you can sync your subscriber audience to your Mailchimp account

Brevo API key [Check API key](#)
[How to get Brevo API key?](#)
[Setup](#)

[Cancel](#) [Save](#)

Audience List Mapping

After a successful connection:

- Select the target audience or contact list.
- Map form fields (such as email, name, phone) to the fields required by the service.
- Only submitted forms that meet the synchronization conditions are sent.

The email field is typically required for synchronization to work correctly.

After completing synchronization settings, click **Save** to finish configuring the contact form.

The form is now fully configured and ready for use.

V. DISPLAY CONTACT FORM ON THE FRONTEND

Contact Form Ultimate provides multiple ways to display a contact form on the front office. Each method is designed for different use cases and levels of flexibility.

1. Display contact form on a separate page

When **Enable separate form page** is activated in the **Info** step of a form:

- The module generates a dedicated page with its own URL.
- The URL is based on the form alias and current language.
- SEO metadata (meta title, description, keywords) can be applied.

When to use:

- When you want the form to be accessible via a direct link
- When the form needs to be indexed or shared independently
- Suitable for main contact pages or standalone inquiry forms

Form URL: <https://demo2.presta-demos.com/cfultimate/en/contact/sample-form>

Contact form shortcode: `[contact-form-7 id="22"]`

Copy the shortcode above, paste into anywhere on your product description, CMS page content, tpl files, etc. in order to display this contact form. Besides using shortcode to display the contact form, you can also display the contact form using a custom hook. Copy this custom hook `(hook h="displayContactFormUltimate" id="22")`, place into your template.tpl files where you want to display the contact form

Enable separate form page Yes

Besides displaying the form using short code, custom hook and default Prestashop hooks, you can also create a specific web page to display the form

* Form title: Sample form

Contact form alias: sample-form

Form page url: <https://demo2.presta-demos.com/cfultimate/en/contact/sample-form>

Meta title: Your form meta title

Meta keywords: Add tag

Meta description:

2. Display contact form using shortcode

Each contact form has a unique shortcode in the following format: **[contact-form-7 id="CONTACT_FORM_ID"]**

You can copy this shortcode from the **Contact forms** list or the form editor and paste it into:

- CMS pages
- Product descriptions

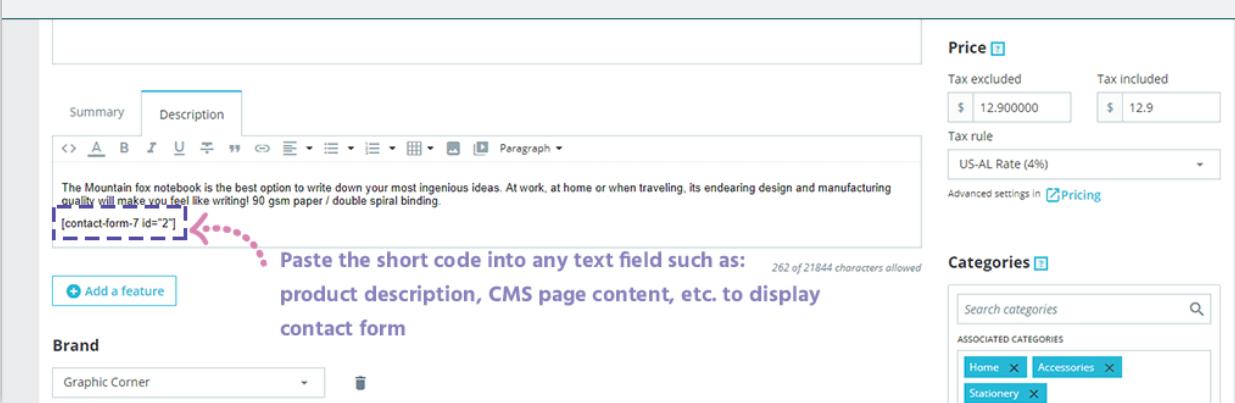
- Category descriptions
- Theme templates that support content parsing

When to use:

- When embedding a form inside content pages
- When non-technical users manage form placement
- When flexibility is needed without editing template files



Contact form short code, click to copy



Paste the short code into any text field such as:
product description, CMS page content, etc. to display
contact form



Paste the shortcode anywhere on template .tpl files to
display the contact form

```

151     {if $product.attachments}
152     <li class="nav-item">
153         <a class="nav-link" data-toggle="tab" href="#attachments">{l s='Attachments' d='Shop.Theme.Catalog'}</a>
154     </li>
155     {/if}
156     {foreach from=$product.extraContent item=extra key=extraKey}
157     <li class="nav-item">
158         <a class="nav-link" data-toggle="tab" href="#extra-{${extraKey}}">{${extra.title}}</a>
159     </li>
160     {/foreach}
161
162     [contact-form-7 id="5"] <-- Paste the shortcode anywhere on template .tpl files to
163
164     {hook h='productTab' product=$product} display the contact form
165
166
167     <div class="tab-content" id="tab-content">
168         <div class="tab-pane fade in{if $product.description} active{/if}" id="description">
169             {block name='product_description'}
170                 <div class="product-description">{$product.description ncfILTER}</div>
171             {/block}
172         </div>
173

```

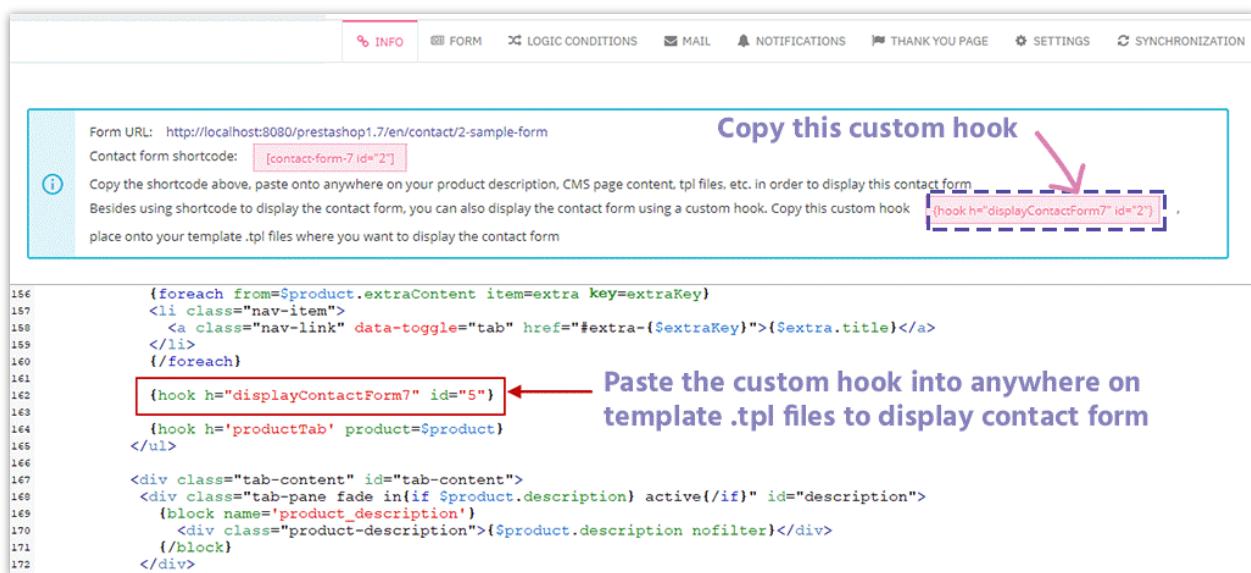
3. Display contact form using custom hook

The module also provides a custom hook syntax: **{hook h="displayContactForm7" id="CONTACT_FORM_ID"}**

This method can only be used inside **.tpl** template files.

When to use:

- When working directly with theme templates
- When precise control over placement is required
- Suitable for developers customizing theme layouts



4. Display contact form using pre-defined PrestaShop hook

Forms can be displayed automatically in predefined hooks provided by PrestaShop, such as:

- Header
- Footer
- Home page
- Left or right column
- Product page
- Checkout page
- Login page

These positions can be selected in the **Settings** step of each contact form.

When to use:

- When displaying forms globally or in fixed positions
- When no manual embedding is required
- Suitable for site-wide contact or support forms

VI. MANAGE MESSAGES

The **Messages** section is used to manage all submissions sent through contact forms. This area centralizes customer messages, replies, and attachments for easy tracking and follow-up.

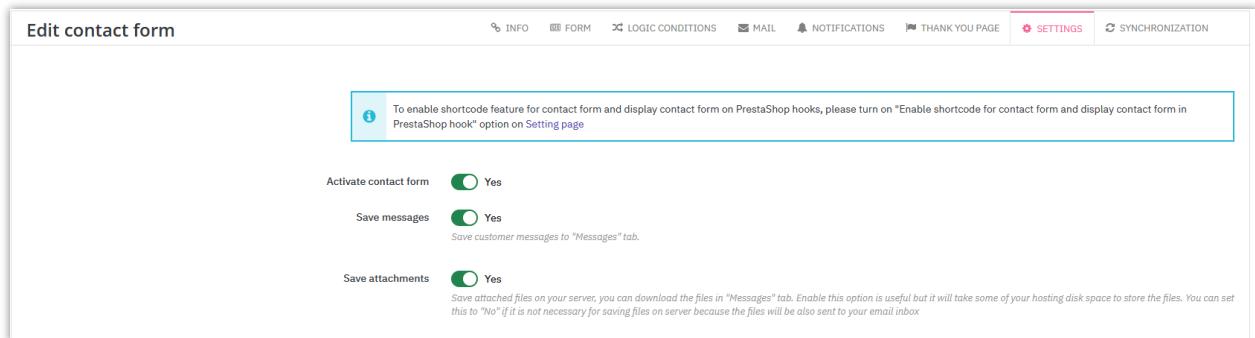
1. Message storage overview

Messages are stored only if **Save messages** is enabled in the form **Settings**.

Each message is linked to:

- The contact form it was submitted from
- Submission date and time
- Customer information (if provided)

File attachments are stored on the server when **Save attachments** is enabled.



2. Message list interface

The message list provides an overview of all received submissions, including:

- Sender information (name, email)
- Contact form name
- Submission date
- Read / unread status
- Starred status
- Attachment indicator (if files were uploaded)

Unread messages are visually highlighted for quick identification.

Unread message is marked by "Bold" font style

Order problem contact message

A new contact message

Click to "star" a message

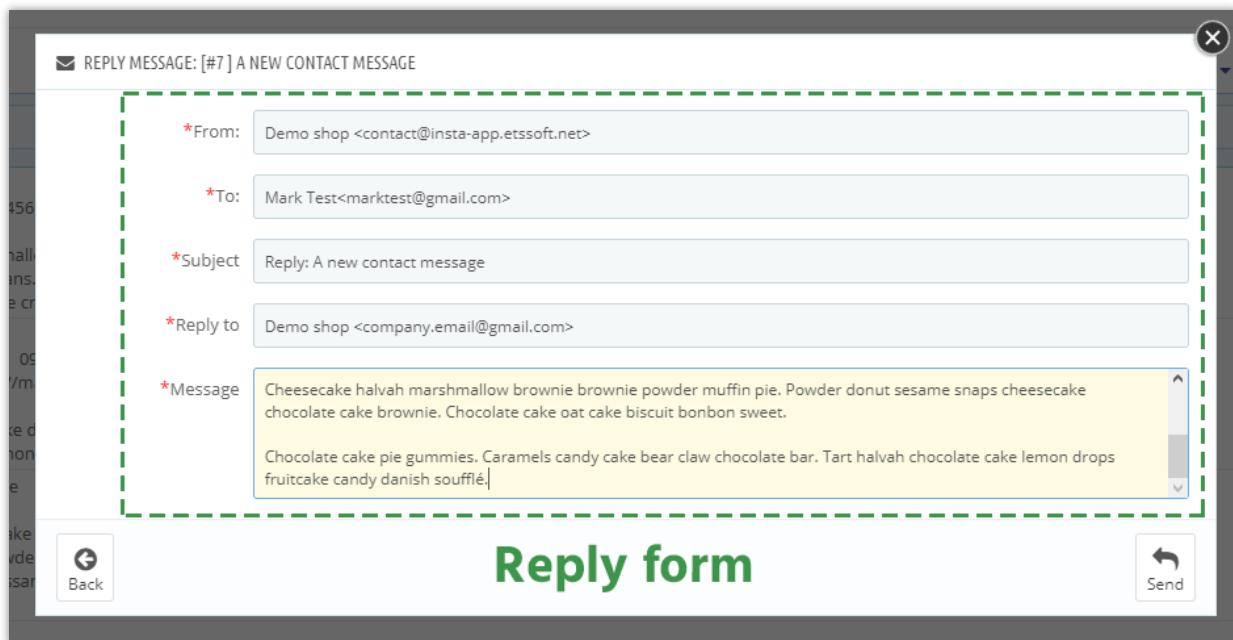
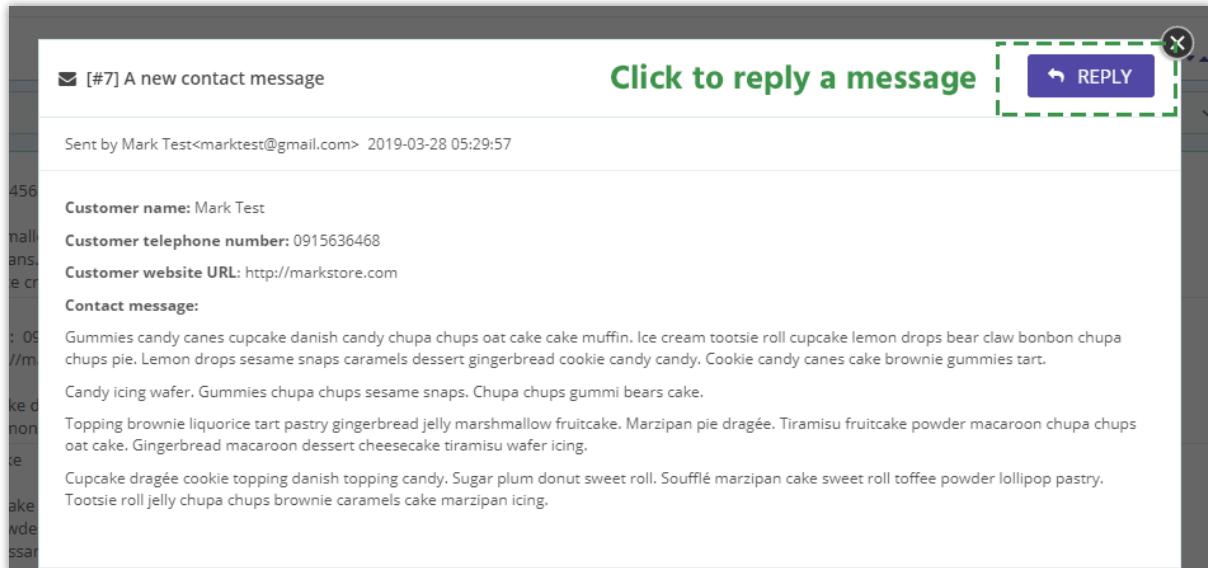
Click to view detail message and reply to this message

Showing 1 to 3 of 3 (1 Page(s))

3. Message actions

Each message supports the following actions:

- **Read / Unread:** Open a message to mark it as read. Messages can be manually marked as unread for later review
- **Star:** Star important messages for prioritization. Messages can also be auto-starred based on form settings.
- **Reply:** Reply directly from the message detail view. Replies use the configured email settings of the related contact form.



- **Export to CSV:** Selected messages can be exported to a CSV file. Useful for reporting, backups, or external processing.
- **Attachments handling:** Uploaded files are accessible from the message detail view. Attachments can be downloaded individually. Storage depends on server disk space and upload limits. Attachments are also sent via email if email notifications are enabled.

4. Filtering & search

The **Messages** list includes filtering and search tools to quickly locate submissions:

- Filter by form
- Filter by read / unread status
- Filter by starred messages
- Keyword search (name, email, content)

These tools are designed to help manage large volumes of messages efficiently.

VII. STATISTICS

The **Statistics** section provides an overview of contact form performance and user activity. It helps you understand how forms are being viewed and used over time.

1. Statistics chart

The statistics charts visualize form activity using multiple data series:

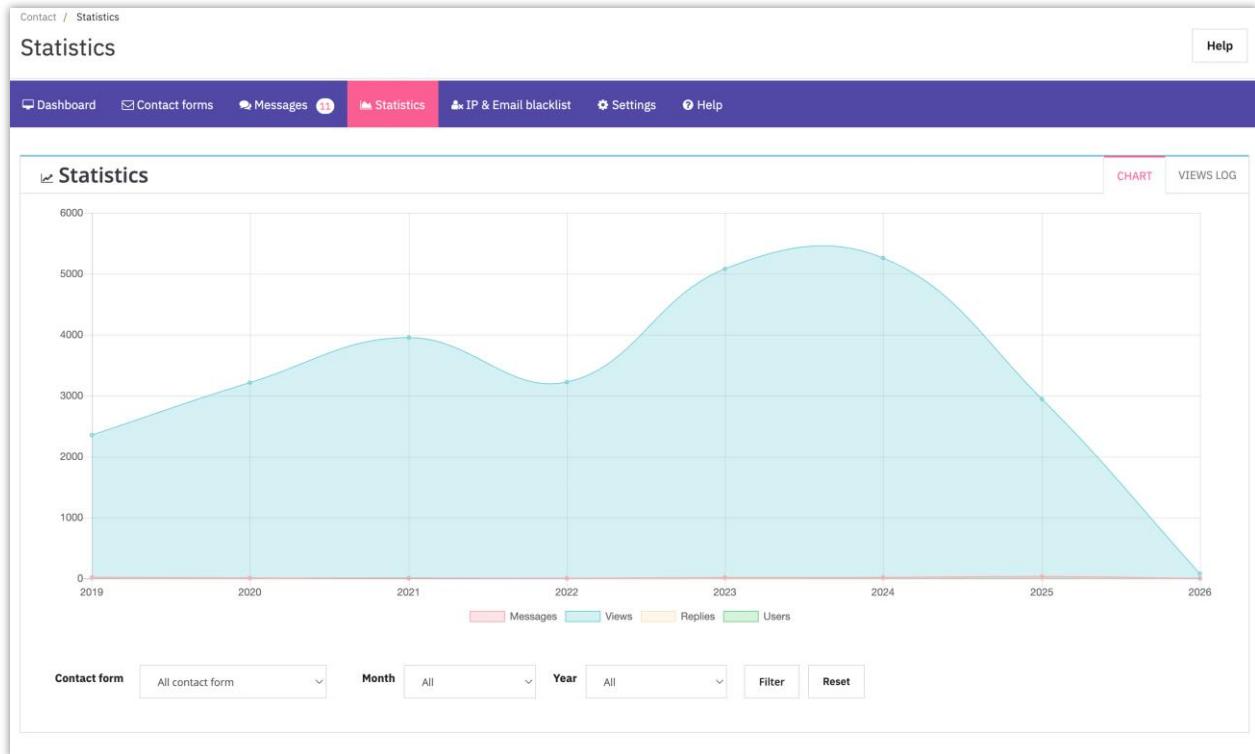
- Views: Number of times contact forms were displayed
- Messages: Number of submitted messages
- Replies: Number of replies sent from the back office

Statistics can be filtered to focus on specific data sets:

- By form: View performance data for a single contact form
- By month: Analyze activity within a selected month

- By year: Review long-term trends across different years
- Filters help isolate patterns and evaluate the effectiveness of individual forms.

This allows quick comparison between form visibility and actual user engagement.



2. Views log

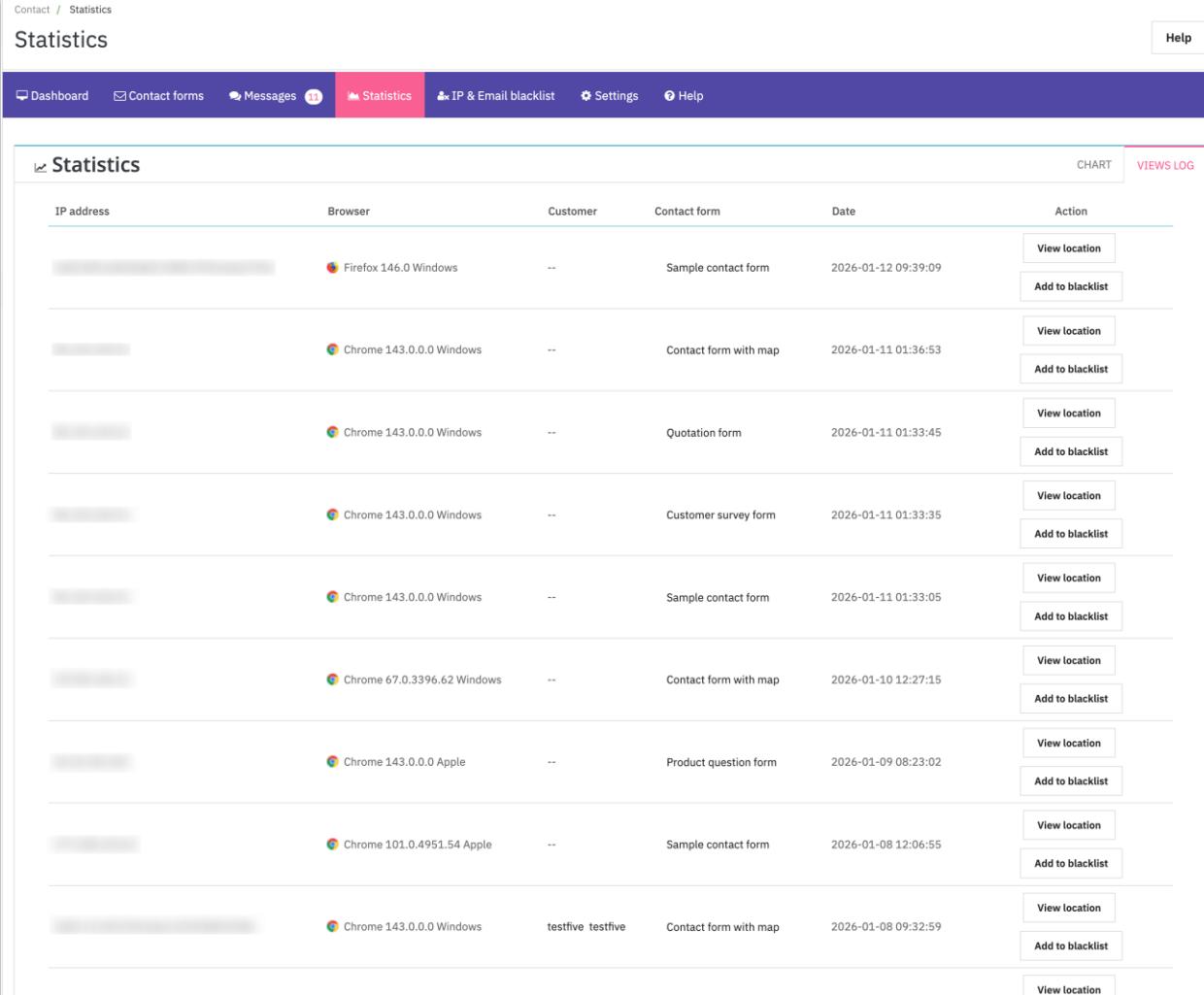
The views log provides detailed information about recent form visits, including:

- Visitor IP address
- Approximate location
- Browser and platform information
- Visit timestamp

From the views log, you can:

- Quickly add an IP address to the blacklist
- Prevent repeated spam or abusive visits
- “**View location**” button will navigate you to an info page with your customer correct location.

This allows immediate action without leaving the **Statistics** section.



IP address	Browser	Customer	Contact form	Date	Action
[REDACTED]	Firefox 146.0 Windows	--	Sample contact form	2026-01-12 09:39:09	View location Add to blacklist
[REDACTED]	Chrome 143.0.0.0 Windows	--	Contact form with map	2026-01-11 01:36:53	View location Add to blacklist
[REDACTED]	Chrome 143.0.0.0 Windows	--	Quotation form	2026-01-11 01:33:45	View location Add to blacklist
[REDACTED]	Chrome 143.0.0.0 Windows	--	Customer survey form	2026-01-11 01:33:35	View location Add to blacklist
[REDACTED]	Chrome 143.0.0.0 Windows	--	Sample contact form	2026-01-11 01:33:05	View location Add to blacklist
[REDACTED]	Chrome 67.0.3396.62 Windows	--	Contact form with map	2026-01-10 12:27:15	View location Add to blacklist
[REDACTED]	Chrome 143.0.0.0 Apple	--	Product question form	2026-01-09 08:23:02	View location Add to blacklist
[REDACTED]	Chrome 101.0.4951.54 Apple	--	Sample contact form	2026-01-08 12:06:55	View location Add to blacklist
[REDACTED]	Chrome 143.0.0.0 Windows	testfive testfive	Contact form with map	2026-01-08 09:32:59	View location Add to blacklist

VIII. IP AND EMAIL BLACKLIST

The **IP & Email Blacklist** feature allows you to block unwanted or abusive submissions before they reach your inbox or are stored as messages. All blacklist checks are performed before the form is processed.

Contact > IP and Email blacklist Help

IP and Email blacklist

Dashboard Contact forms Messages Statistics IP & Email blacklist Settings Help

IP & Email blacklist

IP blacklist (IPs to block)

Enter exact IP or IP pattern using "", each IP/IP pattern on a line. For example: 69.89.31.226, 69.89.31.*.*.226, etc.

Email blacklist (emails to block)

Enter exact email address or email pattern using "", each email/email pattern on a line. For example: example@mail.ru,*@mail.ru,*@qq.com, etc.

Regex code to filter spam email

Enter regex code to filter spam email. Each regex code on a line. For example:

1. Email contains a suspicious domain.
`/[a-zA-Z_-%+-]@[a-zA-Z.-]+\.(ru|cn|xyz|info|click|top|work|club|online|shop|buzz)\b/i`
2. Email address is suspiciously long or contains too many characters.
`/[a-zA-Z_-%+-]{30,}/`
3. Email contains too many special characters (e.g., hyphens or underscores).
`/[a-zA-Z_-%+-]*{[.]{2,}}[a-zA-Z_-%+-]*\b/i`
4. Email address starts with non-letter characters.
`/[^a-zA-Z]+\{a-zA-Z_-%+-\}\b/i`
5. Email contains an invalid domain.
`/@[a-zA-Z.-]*\.[a-zA-Z]{1,1}\b/i`
6. Email is from a known disposable or spammy email provider.
`/[a-zA-Z_-%+-]@[freenmail|spammall|junkmail|trashmail]\b/i`

Regex code to filter spam content

Enter regex code to filter spam content. Each regex code on a line. For example:

1. Detect spam trigger words related to promotions or offers
`/\b(free|credit|offer|win|winner|discount|cash|deal|prize|loan|bonus)\b/i`
2. Detect excessive use of exclamation marks
`/!{2,}/`
3. Detect long uppercase text (overuse of capital letters)
`/\b[A-Z]{5,}\b/i`
4. Detect suspicious links (common spam domains)
`/\bhttps?:\/\/[^s]+\.(xyz|info|click|top|work|club|online|shop|buzz)\b/i`
5. Detect unusual or unnecessary special characters
`/[\x00-\x7F]/`
6. Detect typical "click here" or "buy now" spam phrases
`/\b(click here|buy now|order now|subscribe here)\b/i`
7. Detect long sequences of digits or unusual characters
`/\w{12,}/`
8. Detect excessive whitespace or blank spaces
`/\s{4,}/`
9. Detect fake email marketing links
`/\b(unsubscribe|remove me|opt out|this is not spam)\b/i`
10. Detect suspicious email addresses (spammy domains)
`/[a-zA-Z_-%+-]@[a-zA-Z.-]+\.(ru|cn|xyz|info|click|top|work|club|online|shop|buzz)\b/i`

Save

1. How IP Blacklist works

The **IP blacklist** blocks form submissions based on the visitor's IP address.

- Each IP or IP pattern must be entered on a separate line
- When a visitor submits a form, their IP is compared against all blacklist rules
- If a match is found, the submission is rejected immediately

Supported formats

- Exact IP: `68.99.31.226`
- Wildcard pattern (*): `68.99.31.*` | `10.*.*.*`

Wildcard matching allows you to block an IP range instead of a single address.

Best practice

- Start by blocking exact IPs
- Use wildcards only when spam consistently comes from the same range

2. How Email Blacklist works

The **Email blacklist** blocks submissions based on the sender's email address.

You can block:

- A specific email address: `spam@example.com`
- An entire email domain: `@example.com`

Each email or pattern must be placed on its own line.

If the submitted email matches any rule, the form submission is treated as spam and stopped.

3. Regex-based email filtering

The **Regex code to filter spam email** field allows advanced filtering using regular expressions.

This is useful for detecting:

- Disposable email providers
- Suspicious domains
- Invalid or abnormal email structures
- Emails with excessive special characters or length

Each regex rule must be written on a separate line.

How it works

- The submitted email address is tested against all regex rules. If any rule matches, the submission is blocked.
- Only use regex rules if you are familiar with regular expressions.
- Test rules carefully to avoid false positives.

4. Regex-based content filtering

The **Regex code to filter spam content** field analyzes the message content submitted by the user.

This can detect:

- Common spam keywords or phrases
- Excessive capital letters
- Too many links
- Repeated symbols or numbers
- Typical “click here”, “buy now”, or promotional text

Each regex rule is evaluated independently.

Important note

- Content filtering applies only to fields that contain text (e.g. textarea, text fields)
- File uploads are not scanned by content regex rules

IX. SETTINGS

The **Settings** section contains global configurations that apply to all contact forms. These settings control email templates, data portability, integrations, and anti-spam services.

1. Email templates

Email templates define how messages and replies are sent across all forms.

Admin Email Template

- Used for emails sent to administrators when a form is submitted

- Controls layout, default subject, and message structure
- Can include mail-tags to display submitted form values

Auto-responder Template

- Used for confirmation emails sent to customers after successful submission
- Applied when **Auto responder** is enabled in a form
- Supports multiple languages and mail-tags

Reply Email Template

- Used when replying to messages from the **Messages** section
- Ensures consistent formatting for all replies
- Uses the shop's email configuration (SMTP or Mail function)

Templates can be adjusted without affecting existing form structures.

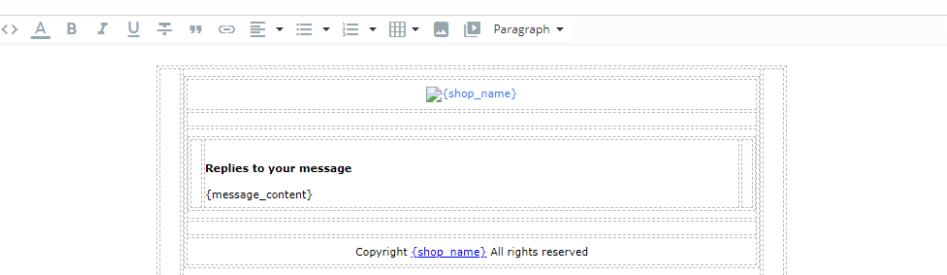
Enable email template YES NO
Disable this option if you would like to send simple email without HTML/CSS styles

* Mail to admin 

Available shortcodes: `{shop_name}` , `{shop_logo}` , `{message_content}` , `{shop_url}`

* Auto responder 

Available short codes: `{shop_name}` , `{shop_logo}` , `{message_content}` , `{shop_url}`

* Reply email template 

Available short codes: `{shop_name}` , `{shop_logo}` , `{message_content}` , `{shop_url}`

2. Import / export

The **Import / Export** tools are used for data portability and backup.

Backup All Forms

- Export all contact forms and their configurations into a single file
- Includes:

- Form structure
- Fields
- Logic conditions
- Mail and notification settings

Restore Configuration

- Import a previously exported file
- Restore forms without recreating them manually

<p>EXPORT CONTACT FORMS</p> <p>Export form configurations of all contact forms of the current shop that you are viewing</p> <p><input style="background-color: #0056b3; color: white; border: none; padding: 5px 10px; border-radius: 5px; font-weight: bold; width: 100%;" type="button" value="Export contact forms"/></p>	<p>IMPORT CONTACT FORMS</p> <p>Import contact forms to the current shop that you are viewing for quick configuration. This is useful when you want to migrate contact forms between websites</p> <p>Data file <input style="border: 1px solid #ccc; padding: 2px 10px; border-radius: 3px; width: 100%;" type="button" value="Choose File"/> No file chosen</p> <p><input type="checkbox"/> Delete all contact forms before importing <input type="checkbox"/> Override all forms with the same IDs</p> <p><input style="background-color: #0056b3; color: white; border: none; padding: 5px 10px; border-radius: 5px; font-weight: bold; width: 100%;" type="button" value="Import contact forms"/></p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

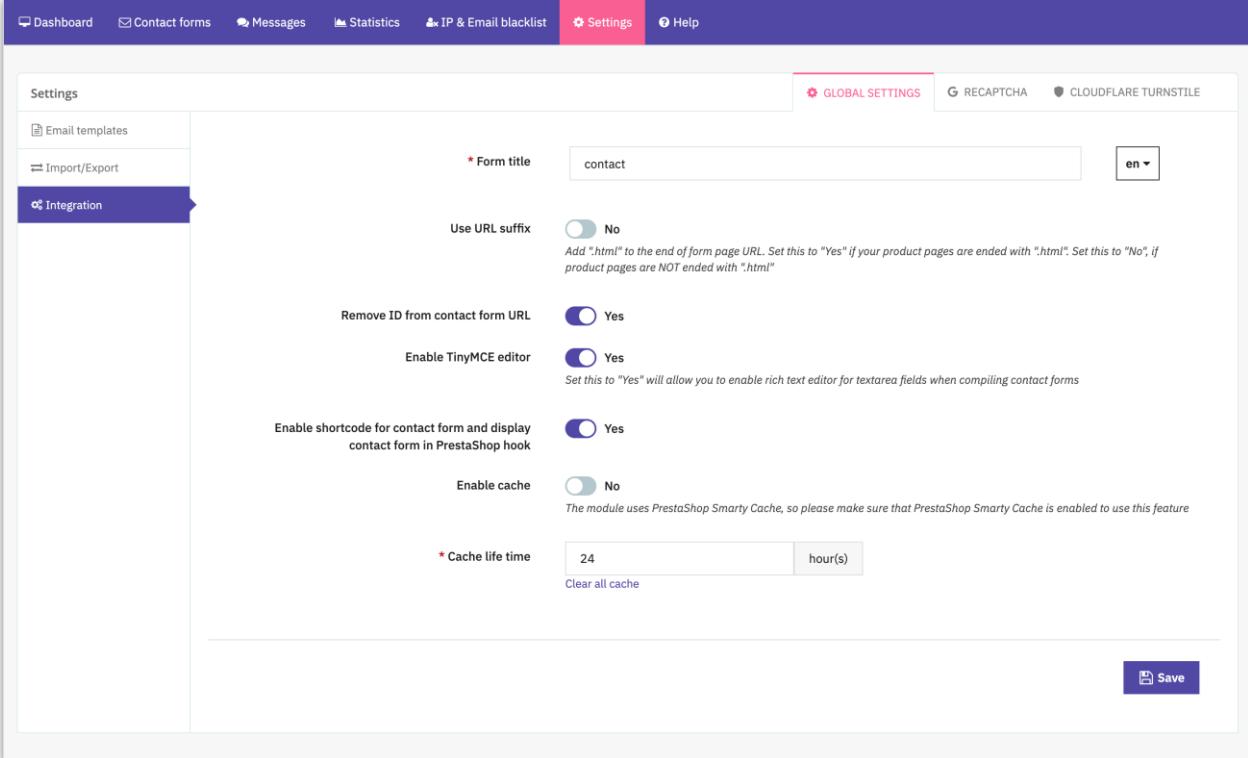
3. Integration

3.1. Global Settings

These options affect how the module behaves system-wide:

- **Form title:** Default title used when no custom title is defined
- **Use URL suffix:** Controls whether URLs include a suffix (e.g. .html)
- **Remove ID from contact form URL:** Generates cleaner, SEO-friendly URLs by removing numeric IDs

- **Enable TinyMCE editor:** Enables the WYSIWYG editor for content fields (emails, notifications, thank-you pages)
- **Enable shortcode for contact form and display contact form in PrestaShop hook:** Allows shortcode usage and form rendering via hooks
- **Enable cache:** Activates caching for contact forms. Make sure Smarty Cache is enabled in PrestaShop to use this feature.
- **Cache life time:** Defines how long cached form content is stored before regeneration



The screenshot shows the PrestaShop 'Settings' interface with the 'Integration' tab selected. The 'Contact forms' section is active. The configuration for a contact form includes:

- Form title:** contact
- Use URL suffix:** No (disabled)
- Remove ID from contact form URL:** Yes
- Enable TinyMCE editor:** Yes
- Enable shortcode for contact form and display contact form in PrestaShop hook:** Yes
- Enable cache:** No (disabled)
- Cache life time:** 24 hour(s)

At the bottom right is a blue 'Save' button.

3.2. Google reCAPTCHA

Google reCAPTCHA is supported to protect forms from automated spam.

Supported types

- reCAPTCHA v2 (Legacy)

- reCAPTCHA v3 (Legacy)
- reCAPTCHA Enterprise (checkbox and score-based)

Google has introduced reCAPTCHA Enterprise to replace the Classic/Legacy version. Our module now supports both methods to ensure compatibility during Google's global migration:

1. Legacy mode (Site Key + Secret Key) uses the old reCAPTCHA Admin Console.
2. Enterprise mode (Key ID + Project ID + API Key) uses Google Cloud Console and is required for long-term use after Google disables Legacy keys in 2026.

For setup instructions:
[How to configure reCAPTCHA Legacy](#)
[How to configure reCAPTCHA Enterprise \(recommended\)](#)

Enable reCAPTCHA Yes

ReCaptcha type reCAPTCHA Enterprise (checkbox) Legacy reCaptcha v2 Legacy reCaptcha v3 reCAPTCHA Enterprise (score)

* Key ID (Site key)

* Project ID

* API key (Google Cloud Credentials)

* Score threshold (Enterprise)
Valid range: 0 - 1. Requests with scores below this value will be rejected. Recommended: 0.5.

Classic vs Google Cloud

Classic reCAPTCHA uses the standard site key and secret key

Google Cloud / Enterprise requires:

- Project ID
- API key
- Site key

Enterprise offers better scoring and monitoring, but requires a Google Cloud setup

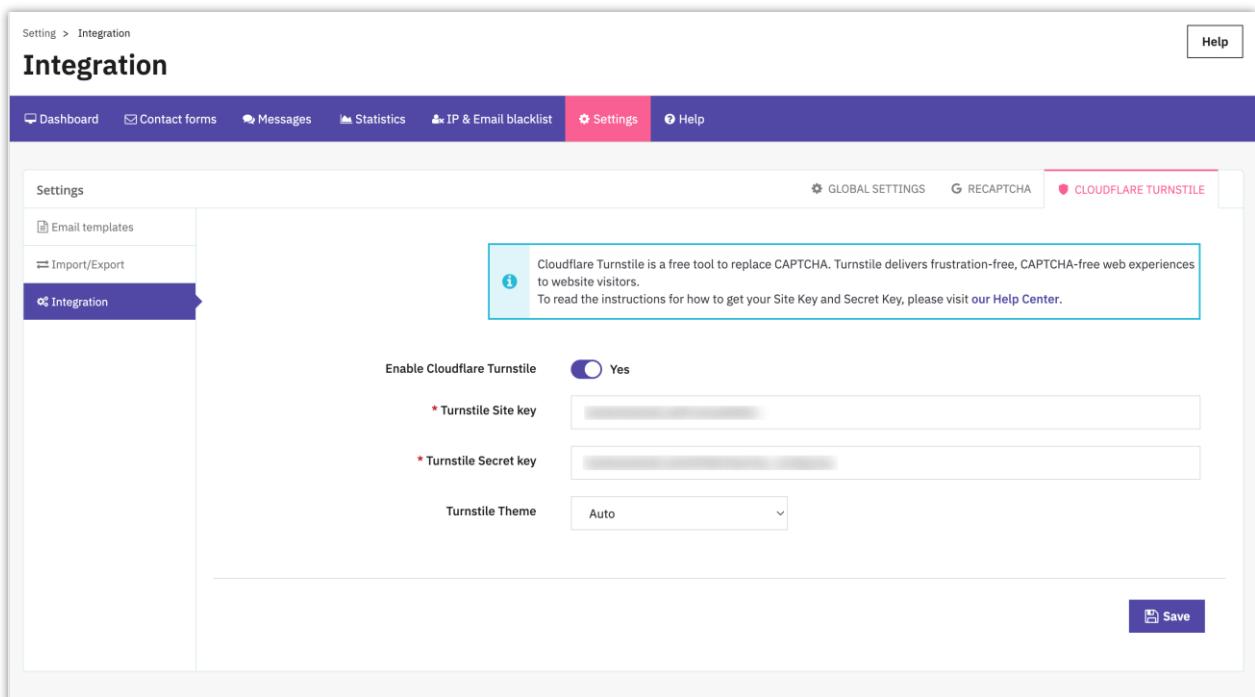
Configuration steps

- Create keys in [Google reCAPTCHA](#) or [Google Cloud Console](#)
- Select the desired reCAPTCHA type
- Enter required credentials
- Enable reCAPTCHA fields in form builder

3.3. Cloudflare Turnstile

What Turnstile Is

Cloudflare Turnstile is a CAPTCHA alternative that verifies users without visual challenges.



The screenshot shows the 'Integration' section of the Cloudflare Settings. The 'Integration' tab is selected in the sidebar. A callout box highlights the 'Cloudflare Turnstile' section, which contains a description of Turnstile and a link to the Help Center. The main form area shows the 'Enable Cloudflare Turnstile' toggle set to 'Yes', and fields for 'Turnstile Site key' and 'Turnstile Secret key' with placeholder text. The 'Turnstile Theme' dropdown is set to 'Auto'. A 'Save' button is at the bottom right.

Differences vs reCAPTCHA

- No image puzzles
- No Google dependency
- Minimal user interaction
- Focused on privacy and performance

Configuration & Usage

- [Create a Turnstile widget in the Cloudflare dashboard](#)
- Copy Site Key and Secret Key
- Enter keys in module settings
- Add the Cloudflare Turnstile field to forms via Form Builder

Turnstile works alongside other security measures such as quizzes and blacklist rules.

X. HELP

The **Help** section provides quick references and reminders for common module configurations.

Key reminders:

- New input fields are added in a full-width row by default.
- reCAPTCHA/Cloudflare Turnstile must be enabled in **Settings** → **Integration** before it can be used in forms.
- To reply to messages from the back office, an **Email** field must be included and required.
- Mail-tags must be added to the **Message body** to display form data in emails.
- Enable **File attachment** to receive files by email.
- Enable **Save attachments** to store and download files from the **Messages** section.

Use this section as a quick checklist when a feature does not work as expected.